

DEPARTMENT OF LABOR
JOB OPPORTUNITY
INFORMATION TECHNOLOGY TECHNICIAN (EU 17)
Help Desk/Desktop Support
(May under-fill as Information Technology Technician Trainee)

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: The Public
Location: Central Office, 200 Folly Brook Blvd., Wethersfield, CT 06109
Job Posting No: 360
Hours: 8:30 a.m. to 4:00 p.m. (35 hours per week)
Salary: \$41,230 approximate annual salary and full benefits package
Closing Date: December 20, 2011

Eligibility Requirement:

To be considered for IT Technician, candidates must have applied for and passed the IT Technician exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. Candidates who are not on the current certification list for IT Technician but meet the General Experience requirements will be hired at the IT Technician Trainee level and serve a 2-year training period. The starting salary for IT Technician Trainee is \$37,464. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Knowledge of functioning and use of information systems and technology; knowledge of IT equipment; knowledge of help desk management tools and utilities; knowledge of computer operations and methods of preparing work for processing; knowledge of data control functions specific to job stream maintenance and documentation; basic knowledge of concepts of network and microcomputer operating systems; interpersonal skills; oral and written communication skills; technical problem solving skills; logic and analytical skills; ability to install and maintain microcomputer hardware, software and basic network components; ability to analyze and troubleshoot simple operational and data communications problems; ability to prepare and maintain records, logs and reports.

General Experience: Three (3) years experience in information technology (IT) operations support or another IT related support area.

Substitution Allowed: College training in management information systems, computer science or information technology related area may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling six (6) months of experience to a maximum of two (2) years.

Preferred Skills and Abilities: Experience in the use of diagnostic tools (i.e., CPU-Z, PC Wizard, Windows Memory, etc.); Certifications in either A+ or Help Desk is a plus; Candidate should be able to keep abreast of hardware and software technology by taking classes, reading manuals and publications and in communicating with other department team members; demonstrated excellent customer service skills.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit an Application for Employment (CT-HR-12) and the Connecticut Department of Labor Pre-Authorization and Release form (immediately follows this job announcement) which includes a statement regarding the Guide to the Code of Ethics for Public Officials and State Employees. The CT-HR-12 can be downloaded from the DAS website at <http://www.das.state.ct.us/cr1.aspx?page=13>. You must record **Job Posting Number 360** in Section 2. Applications will not be considered without all the required documents. Submit via mail to:

Department of Labor
Human Resources Office
200 Folly Brook Boulevard
Wethersfield, CT 06109

FAX (860) 263-6699

If you choose to fax your application, it is not necessary to also send an original copy. Due to the large number of recruitments we cannot confirm receipt of application materials. Not all individuals who apply will be granted an interview.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.

CONNECTICUT DEPARTMENT OF LABOR

Pre-Employment Screening --Authorization and Release

Completion of this form is voluntary; however, if consent to obtain this information is not given, it may have an adverse effect on your employment opportunities with the Connecticut State Department of Labor.

Applicant's Name (Last, First, Middle) : _____

Mailing Address: _____

Home Phone Number : () _____

I, the undersigned, recognize and understand that this constitutes my consent and authorization to disclose or furnish any relevant and necessary information or records to the Department of Labor concerning my character, employment, or military service as may be necessary for a determination of my suitability for employment with the Connecticut State Department of Labor.

This authorization is executed with the full knowledge and understanding that the Labor Department will take measures to protect the aforementioned information against unauthorized disclosure to any parties not having a legitimate need for it in the discharge of the official business of the Department.

I hereby RELEASE any respondent from any and all liability for damages resulting from a decision by the Department not to employ me on account of compliance, or any attempts at compliance with this authorization, except for any damages resulting from knowingly providing false or misleading information or records about me.

A copy of this authorization shall be as effective and valid as the original. This authorization shall be valid for twelve (12) months from the date of my signature.

Date Signed	Signature of Applicant
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As a candidate being considered for employment at the Department of Labor, I have received a copy of the Guide to the Code of Ethics for Public Officials and State Employees.

_____	_____
Date	Signature

A copy of the Guide to the Code of Ethics for Public Officials and State Employees may be obtained at the following link:

http://www.ct.gov/ethics/lib/ethics/publications/public_officials_guide_11.pdf